



ChatterBox
Projects
voices shaping communities

Fawkner Leisure Centre Redevelopment

Stage 2 Consultation Findings Report

November 2021



Copyright and disclaimer

The materials presented in this report are for information purposes only. The information is provided solely on the basis that readers will be responsible for making their own assessments of the matters discussed. Readers are advised to verify all relevant representations, statements and information and to obtain independent advice before acting on any information contained in or in connection with this report. While every effort has been made to ensure that the information is accurate, ChatterBox Projects Pty Ltd will not accept any liability for any loss or damages that may be incurred by any person acting in reliance upon the information.

Report written by:	Angela Walter- Senior Consultant, ChatterBox Projects Robyn Cochrane form Cochrane Research Solutions
Report checked by:	Sam Walsh, Director ChatterBox Projects

Partners:



ChatterBox Projects Pty Ltd
w: chatterboxprojects.com.au
e: info@chatterboxprojects.com.au
m: 0411 333 102
ABN: 40 403 533 235



Contents

1. Executive summary	4
1.1 Overview of engagement activities	4
1.2 Overview of participation	4
1.3 Key findings	4
2. Project background and engagement overview	6
2.1 Background and purpose	6
2.2 Stage 2 engagement and communications activities	7
3. Description of participation profile	8
3.1 Connection to Fawkner Leisure Centre	8
3.2 Gender of participants	9
3.3 Age of participants	10
3.4 Suburb	10
3.5 Diversity characteristics	11
4. Findings from the analysis of the community feedback	12
Key highlights	12
4.1 Level of support for draft concept plan for Fawkner Leisure Centre	13
4.2 Features in the draft concept that will be used the most	17
4.3 Level of support for converting Fawkner Leisure Centre to electric power	19
4.4 Other feedback and final comments	20
5. Appendix.....	25



1. Executive summary

ChatterBox Projects was engaged by Moreland City Council to undertake engagement planning and delivery to seek community feedback to help both inform the development of concept designs and seek feedback on the draft concept designs for the redevelopment of the Fawkner Leisure Centre

The overall engagement program included two stages.

- Stage 1, which was undertaken from 17 February 2021 to 6 May 2021, involved obtaining input and ideas from a small segment of the community via focus group sessions to help inform the development of draft concept designs for the centre.
- Stage 2, involved broader community consultation to seek feedback on draft concept designs from 15 October to 12 November 2021.

This report is the consultation findings report for the Stage 2 Community Engagement which sought feedback on the draft concept designs for the Fawkner Leisure Centre Redevelopment.

1.1 Overview of engagement activities

Stage 2 engagement activities included:

- a survey available online at Conversations Moreland and in hard copy at the Fawkner Library and Leisure Centre
- an online information and Q & A session;
- an on-site pop-up located outside the Fawkner Leisure Centre in CB Smith Reserve.

These activities were supported by a range of communications, including a letterbox drop of a flier promoting the engagement activities and ways to provide feedback to all households in Fawkner (over 5,200).

1.2 Overview of participation

The engagement activities reached 223 people and there were 752 visitors to Council's 'Conversations Moreland' project page and 25 followers who subscribed to the project. Majority of respondents were from Fawkner who had used the centre in the past or were current users or centre members.

Of the 223 people who participated in the engagement, 168 provided demographic details. From this information we know there were:

- respondents from every age group (up to 75-84 years) with the most responses coming from the 35-44 years age group followed by 45-54 years and then 25-34 years; and
- 69 people who identified as a parent/ carer of children; 32 people who spoke a language other than English at home; 13 who identified as LGBTIQ+ and 9 people with disability.

1.3 Key findings

Level of support for draft concept plan for Fawkner Leisure Centre:

Overall, the majority of survey respondents and pop-up engagement participants (148 or 86.5%)



were supportive or very supportive of the draft concept plan. A small number of respondents were unsupportive or very unsupportive (9 or 5.3%).

Features in the draft concept that will be the most used:

Overall, many of the survey respondents and pop-up engagement participants reported the following features in the draft concept plan will be most used by themselves or their families:

- New outdoor 50m lap pool with accessible ramp (124 responses)
- New outdoor children's leisure pool (83 responses)
- Existing indoor 25m pool (75 responses)
- New, bigger and upgraded gym facilities (with ability to be open 24 hours) (74 responses)
- New café (73 responses)
- New outdoor social spaces including new shading and seating (72 responses)

Suggestions for the centre

Across the engagement activities people made a range of suggestions for Council to consider in relation to the redevelopment of the centre. Some of the more popular suggestions included:

- Retaining the diving pool or ensuring deep water for safe diving (20 responses)
- Incorporating interactive water play, fountains or sprinklers for children's areas (19 responses)
- more shade, trees, greenery (18 response)
- BBQ's, more seating and things that bring people together (13 responses)
- Heating of the outdoor pool for year-round/ longer use (10 responses)
- Providing indoor year round shallow water for young children (6 responses)
- Consistent and expanded opening hours throughout the year, especially during daylight savings (6 responses)
- Women's only area, change room, gym, steam or sauna room, some women's only facilities/classes/ timetables (6 responses)
- Keeping the existing trampoline (6 responses)

Level of support for converting Fawkner Leisure Centre to electric power:

Overall, the majority of survey respondents (89 or 88.1% of 101 respondents) were supportive or very supportive of Council's decision to convert Fawkner Leisure Centre to electric power. A small number of respondents were unsupportive or very unsupportive (3 or 3.0%).



2. Project background and engagement overview

2.1 Background and purpose

Moreland City Council (Council) is undertaking a major upgrade to the Fawkner Leisure Centre (FLC). The upgrade of this facility was identified through a 20-year Aquatic and Leisure Centre Strategy, which was adopted by Council in 2018.

The need for the upgrade has been driven by several key factors:

- the age and condition of the current facility (FLC was built as an outdoor pool in the 1960s, and the indoor aquatic area, health club and reception area was added in the mid-1980s);
- Moreland's increasing population and changing demographics;
- changing needs and service demands of the community; and
- changing industry trends, legislation and regulations.

ChatterBox Projects was engaged by Council to undertake engagement planning and delivery to inform the redevelopment plans for the centre.

The overall engagement program involved two stages.

The first (Stage 1), which was undertaken from 17 February 2021 to 6 May 2021, involved obtaining input and ideas from a small segment of the community via focus groups to help inform the development of draft concept designs for the centre. This stage of the engagement was developed within the constraints of the original approved budget for the project which was \$20 million.

During and following this first stage of engagement, a community petition was submitted, and an ongoing campaign undertaken to lobby Councillors to allocate more funding to the redevelopment of the centre. In addition, another community petition was submitted seeking a major reduction in Council's carbon emissions by no longer using gas to heat Moreland's pools.

Taking this feedback and community action into consideration, Councillors made the decision to retain a 50m pool in any development at its Council meeting in September 2021.

With the proposed additional funds, Council officers were able incorporate the feedback from the Stage 1 Focus Groups as well as the input from the community petitions and campaign to develop one draft concept design for the centre.

Stage 2 consultation, which is the focus of this report, involved broader community consultation to seek feedback on that draft concept design for the redeveloped centre.



2.2 Stage 2 engagement and communications activities

Stage 2 engagement activities included:

- a survey (see Appendix A) available online at Conversations Moreland and in hard copy at the Fawkner Library and Leisure Centre and the pop-up event;
- two online information sessions; and
- an on-site pop-up located outside the Fawkner Leisure Centre in CB Smith Reserve.

Table 1: Schedule of engagement activity dates

Engagement Activity dates	Date	Time
Online survey	From 18 October-12 November 2021	
Online information sessions x 2	20 October 2021 28 October 2021	6pm-7pm 6pm-7pm
Place-Based Pop-Up (in CB Smith Reserve)	9 November 2021	3pm-6pm

Stage 2 engagement activities and the project were promoted in a range of ways including:

- Email to Fawkner Leisure Centre membership/visitor mailing list
- Email to participants from the Stage 1 focus groups
- Social media posts on:
 - centre specific Facebook page
 - Active Moreland social media
 - Moreland Council social media (Twitter/Instagram/Facebook)
- Letterbox drop of a flier (in English with key information in 5 community languages) to all households in Fawkner (5,300 households reached)
- Story in My Moreland email newsletter to 1,954 subscribers (on 28 October and 11 November)
- Information on Conversations Moreland webpage
- Posters displayed around Fawkner

More details about the communications activities and reach can be found in the Stage 2 Communications Report – see Appendix B.

The Stage 2 engagement activities were effective in reaching approximately 223 people. This comprised of:

- 148 online surveys completed
- 20 hard copy surveys completed
- 45 people engaged at the place-based pop-up event
- 10 participants at the online information sessions

In addition, there were 752 visitors to Council's 'Conversations Moreland' project page with 972 visits, 1,166 views and 25 followers who subscribed to the project.



3. Description of participation profile

Community members who live, work or play in Moreland were identified as the target population to engage in this consultation. The general community could also participate by completing the online survey.

The communications and engagement activities were effective in informing the community, and 223 participants were engaged in this consultation. Of those participants who provided an address, 91.8% (or 134) reported an address within the Moreland municipality.

Participant demographic data were captured to varying degrees across the online engagement activities. Therefore, it is not possible to provide a complete participation profile or to determine the extent to which participants reflected a broad cross-section of the Moreland community.

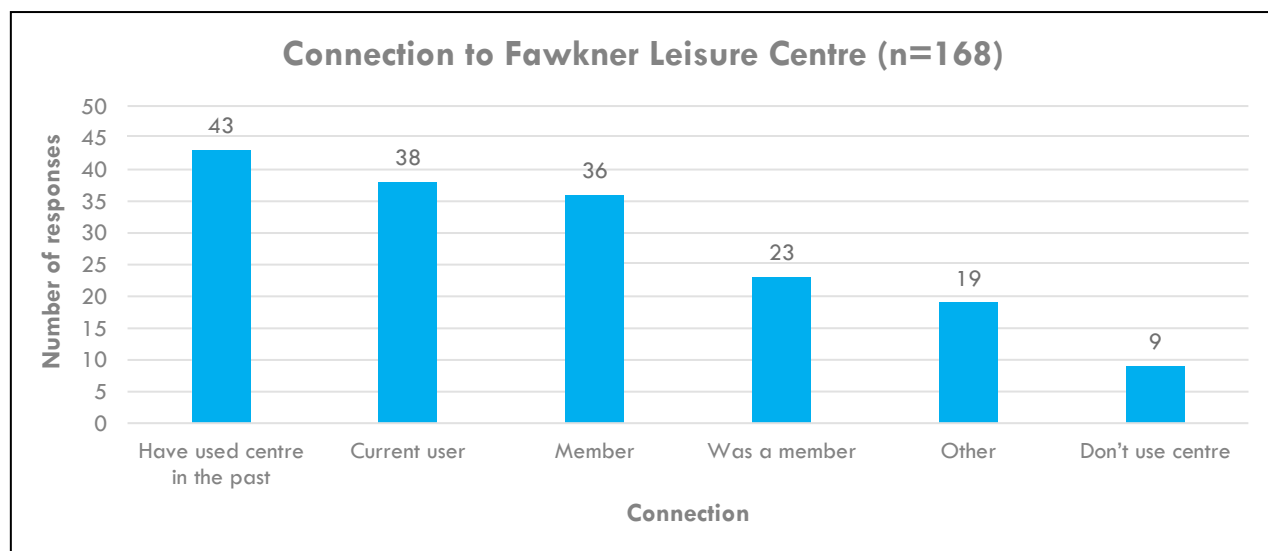
Detailed demographic data were captured for the 168 survey respondents, although some survey respondents elected not to respond to some demographic questions. No detailed demographic data are reported in relation to the online Q&A session and place-based pop-up engagement activities.

The findings presented in Section 4 of this report may be regarded as accurately reflecting the views of the participants. As there is some evidence of consistently recurring themes in the responses gathered across engagement activities, this encourages confidence in the findings. It is noted that some individuals may have participated in more than one engagement activity.

3.1 Connection to Fawkner Leisure Centre

Survey respondents were asked to indicate their connection to Fawkner Leisure Centre. As shown in Graph 1, all response options were selected by the 168 respondents to varying degrees, reflecting a range of past and current connections. Many respondents *have used the centre in the past* (43 or 25.6%).

Graph 1: Connection to Fawkner Leisure Centre (Survey)



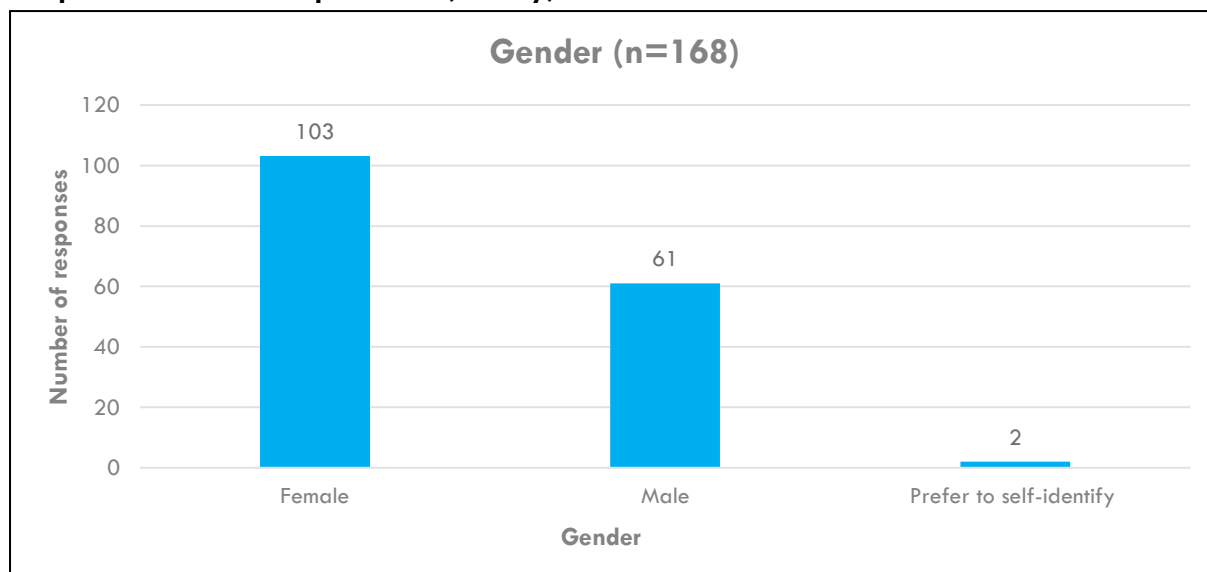
Sixteen of the 19 respondents selecting 'Other' and provided a personalised response as follows (where more than one respondent provided a similar response, the number is indicated in brackets):

- *New to area and will use facility/centre (3)*
- *New to the area, recently moved to Fawkner (3)*
- *I work at the leisure centre, work as a lifeguard (2)*
- *Staff member (2)*
- *I am a future user - moved to the area during COVID so pool has not been open*
- *I am a lapsed member, my kids do swimming lessons, I attend fitness classes and swim, current user*
- *I live in Fawkner and will use the centre in the near future*
- *I want to be a member!*
- *Likely to take grandchildren*
- *Local and allied health professionals*

3.2 Gender of participants

Survey respondents were asked to indicate their gender. All response options were selected, albeit to varying degrees. As shown in Graph 2, all response options were selected by the 168 respondents to varying degrees. The majority identify as *Female* (103 or 62.0%).

Graph 2: Gender of respondents (Survey)



The two respondents selecting 'Other' provided the following personalised responses:

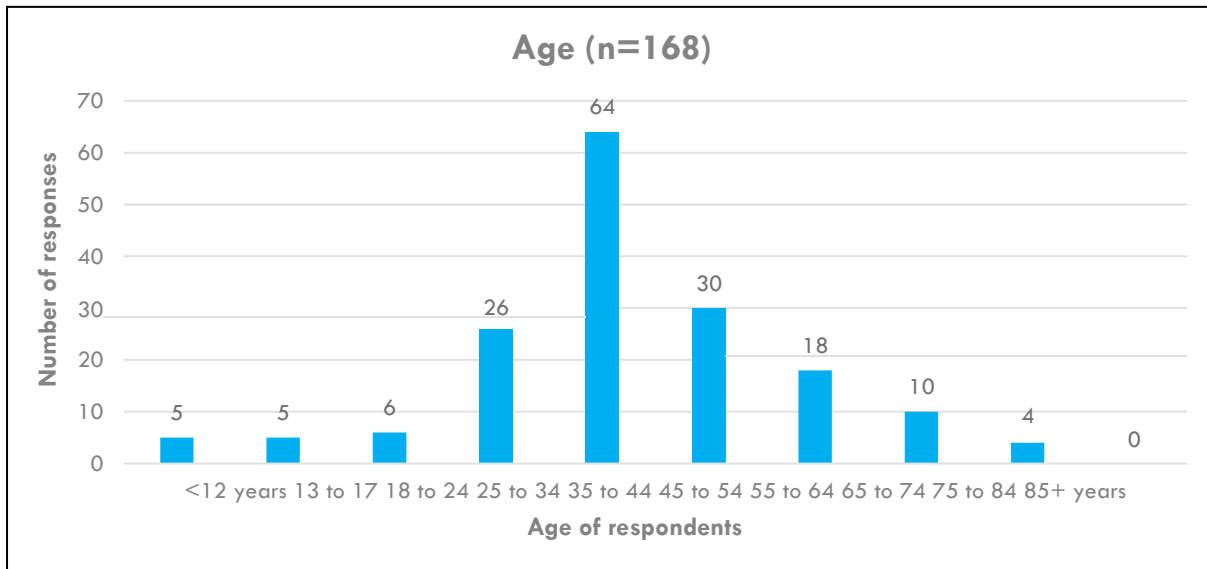
- *Gender queer*
- *Non-binary*



3.3 Age of participants

Survey respondents were asked to indicate their age grouping. All age groupings were represented with the exception of 85 years and over. As shown in Graph 3, all response options were selected by the 168 respondents to varying degrees. Persons aged 35 to 44 years were particularly engaged (64 or 38.1%).

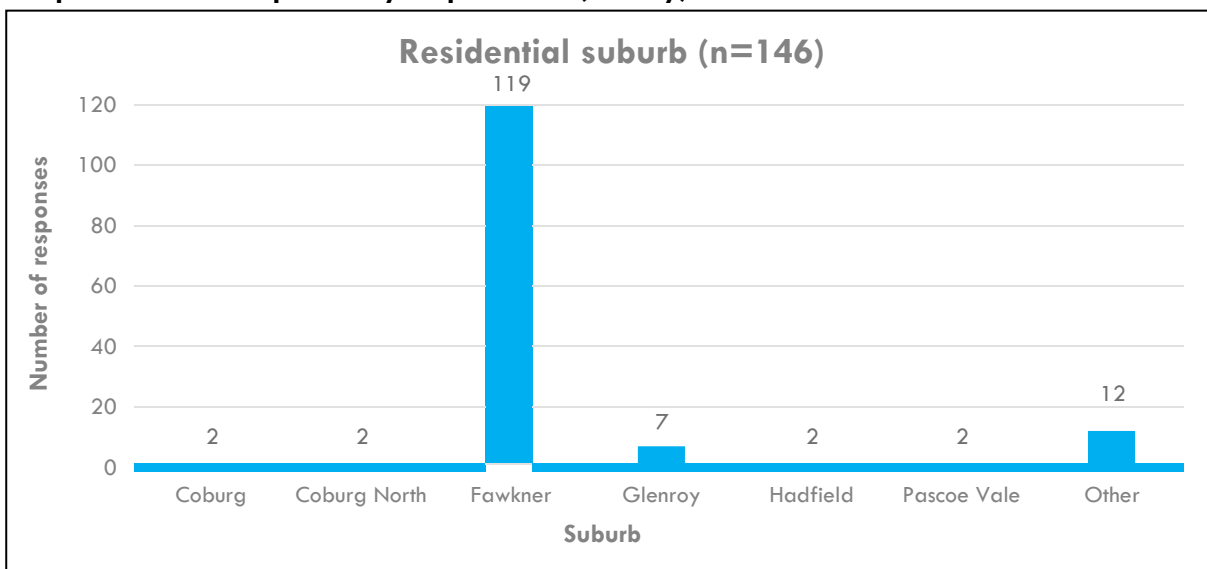
Graph 3: Age groupings of respondents (Survey)



3.4 Suburb

Survey respondents were asked to indicate an address. As shown in Graph 4, 146 of the 168 respondents indicated an address. The majority reported Fawkner (119 or 81.0%) and most respondents (or 91.8% of) reported living at an address within the Moreland municipality.

Graph 4: Suburbs reported by respondents (Survey)



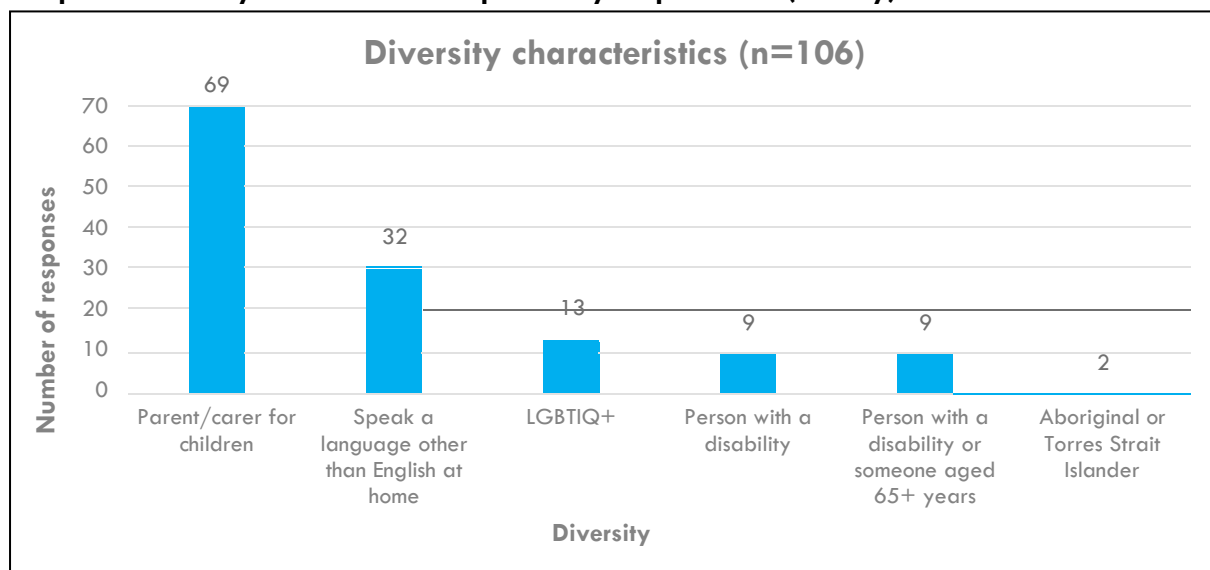
A total of 12 respondents reported suburbs outside of the Moreland municipality:

- Essendon
- Greenvale
- Kensington
- Meadow Heights
- Melbourne
- Merlyston
- Niddrie (2)
- Reservoir
- Roxburgh Park (2)
- Taylors Lakes

3.5 Diversity characteristics

Survey respondents were asked to indicate which diversity characteristics they identified with and to select all that apply. As shown in Graph 5, 106 of the 168 respondents selected one or more response options. Many respondents identified as a parent/carer for children.

Graph 5: Diversity characteristics reported by respondents (Survey)



Thirty one of the 32 respondents who indicated they spoke a language other than English at home provided the following personalised responses (where more than one respondent provided the same response, the number is indicated in brackets):

- Arabic (5)
- Arabic and Tigarina
- Assyrian
- Bosnian
- Cantonese
- French (2)
- German and Bosnian (2)
- Greek (2)
- Hindi
- Italian (2)
- Macedonian
- Multiple languages
- Portuguese
- Sindhi
- Spanish (2)
- Turkish (2)
- Urdu (3)
- Vietnamese (2)



4. Findings from the analysis of the community feedback

This section reports the findings from the analysis of the community feedback gathered via the feedback form (online and printed), place-based pop-up engagement activities, online Q&A session and virtual drop-in sessions.

Key highlights

Level of support for draft concept plan for Fawkner Leisure Centre: Overall, the majority of survey respondents and pop-up engagement participants (148 or 86.5%) were *supportive* or *very supportive* of the draft concept plan. A small number of respondents were *unsupportive* or *very unsupportive* (9 or 5.3%). Themes in the personalised feedback from survey respondents about the draft concept plan included:

- A range of suggestions
- Happy to see a 50m outdoor pool is being retained
- Very excited, the concept plan/design looks great, well done
- Pleased with specific new, refurbished or expanded element in the concept plan
- Questions and requests for more information
- Unhappy with aspect of draft concept plan

Features in the draft concept that will be the most used: Overall, many of the survey respondents and pop-up engagement participants reported the following features in the draft concept plan will be most used by themselves or their families:

- New outdoor 50m lap pool with accessible ramp (124 selections)
- New outdoor children's leisure pool (83 selections)
- Existing indoor 25m pool (75 selections)
- New, bigger and upgraded gym facilities (with ability to be open 24 hours) (74 selections)
- New café (73 selections)
- New outdoor social spaces including new shading and seating (72 selections)

Suggestions for the centre

Across the engagement activities people made a range of suggestions for Council to consider in relation to the redeveloped centre. Some of the more popular suggestions included:

- Retaining the diving pool or ensuring deep water for safe diving (20 responses)
- Incorporating interactive water play, fountains or sprinklers for children's areas (19 responses)
- more shade, trees, greenery (18 responses)
- BBQ's, more seating and things that bring people together (13 responses)
- Heating of the outdoor pool for year-round/ longer use (10 responses)
- Indoor year round shallow water for young children (6 responses)
- Consistent and expanded opening hours throughout the year, especially during daylight savings (6 responses)
- Women's only area, change room, gym, steam or sauna room, some women's only



facilities/classes/ timetables (6 responses)

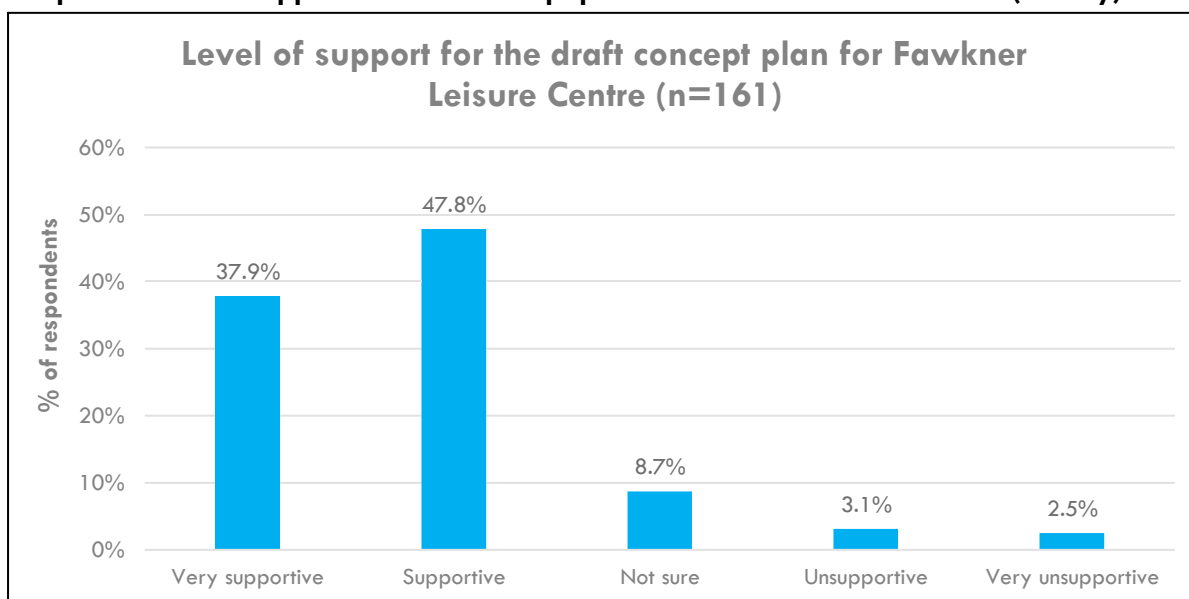
- Keeping the existing trampoline (6 responses)

Level of support for converting Fawkner Leisure Centre to electric power: Overall, the majority of survey respondents (89 or 88.1% of 101 respondents) were *supportive* or *very supportive* of Council's decision to convert Fawkner Leisure Centre to electric power. A small number of respondents were *unsupportive* or *very unsupportive* (3 or 3.0%).

4.1 Level of support for draft concept plan for Fawkner Leisure Centre

Survey respondents were asked “What do you think of the draft concept plan for Fawkner Leisure Centre?” 161 of the 168 survey respondents answered this question. As shown in Graph 6, the majority of participants (138 or 85.7%) were *supportive* or *very supportive*. A small number of respondents were *unsupportive* or *very unsupportive* (or 5.6%).

Graph 6: Level of support for draft concept plan for Fawkner Leisure Centre (Survey)



Survey respondents were invited to “Please tell us more” and 104 respondents who indicated varying levels of support provided a personalised response:

- Very supportive (love it) (39 responses)
- Supportive (like it) (47 responses)
- Not sure (9 responses)
- Unsupportive (don't like it) (5 responses)
- Very unsupportive (really don't like it) (4 responses)

Table 2 presents descriptive themes, sub-themes and summary statements with overall frequency counts emerging from the analysis of the personalised feedback. Feedback has been grouped according to level of support rating.



Table 2: Summary table of comments on draft concept plan for Fawkner Leisure Centre (Survey)

Themes in draft concept plan for Fawkner Leisure Centre responses	Number of submissions referencing theme
Very supportive rating (39 responses)	
Happy to see a 50m outdoor pool is being retained, love the outdoor 50m pool	20
Very excited, the concept plan/design looks great, well done	18
<p>Pleased with specific new, refurbished or expanded element in the concept plan:</p> <ul style="list-style-type: none"> Indoors: indoor warm water pool for laps, aqua aerobics (6), new café (3), change rooms (2), gym opening 24 hours (2), group fitness room (2), cycle room (1), new spa/sauna (1) Outdoors: trees and more shaded areas (2) Other: social spaces indoors and outdoors (3), more areas and facilities for children (2), and solar heating and renewable energy (1) 	13
<p>Suggestions:</p> <ul style="list-style-type: none"> Outdoors: interactive water play, fountains or sprinklers for the kids areas (4), retain diving pool or ensure depth permits a dive board (2), keep existing trampoline (2), more shade (1), play options in the larger outside pool (1), locate community space away from soccer club toilet block (1), diving space for young people (1), keep big, mature, shade giving trees (1), include a BBQ (1), allocate some timeslots for teenagers to play in 50m lap pool (1), and heat the outdoor pool for year round use (1) Indoor: remove café (1), and dedicated weights room (1) 	13
Questions and requests for more information: depth of both outdoor pools (1), opening times/months for new outdoor 50m pool (1), and timelines for construction/completion (1)	3
Supportive rating (47 responses)	
<p>Suggestions:</p> <ul style="list-style-type: none"> Outdoors: Keep diving area, diving board or dive pool (6), fun water play features and equipment for children of all ages (6), more plants, garden beds, climbers and established trees for natural shade (5), keep or include BBQ facilities (4), more shade, shade sails and shade areas outside (3), install basketball hoop (2), 50m outdoor pool heated and open longer hours or year-round (2), more shaded tables and chairs on the opposite end of the outdoor pool (1), more comfortable seat near the pool (1), outside access to cafe (1), keep trampoline (1), better, safer parking especially after dark (1), locate social space away from toilets (1), and solid hours for the outdoor pool and designated lap lanes (1) Indoors: comfortable seats around indoor pool (1), remove the 'L shape' from indoor 25m or 2 separate pools (1), two fitness rooms (1), indoor pool refurbished (1), group fitness store room for equipment (1), instructor stage to remain in the centre 	29



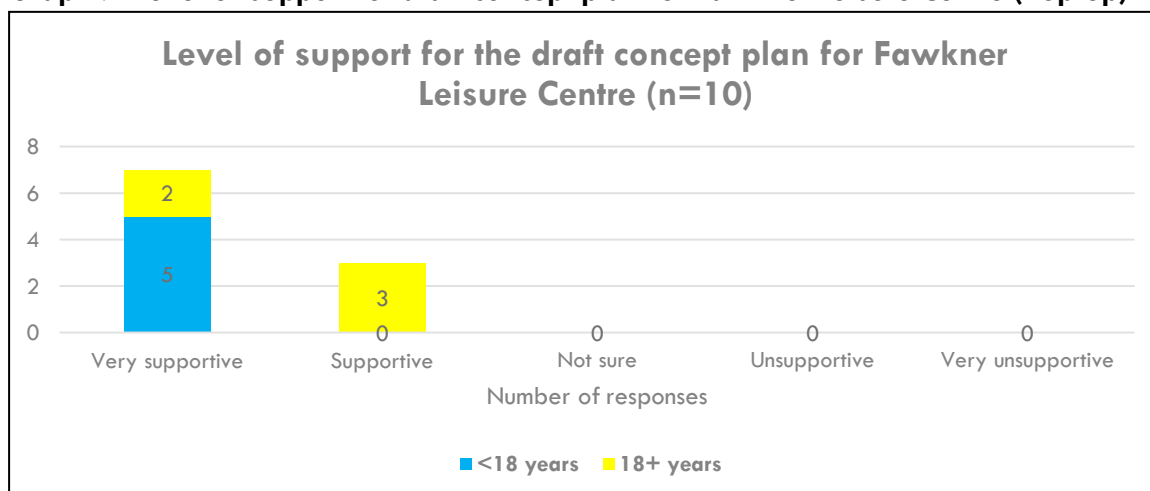
Themes in draft concept plan for Fawkner Leisure Centre responses	Number of submissions referencing theme
<p>of the room (1), retain boards, no carpet or rubber stage (1), and don't change the current floor (1)</p> <ul style="list-style-type: none"> Other: toddlers pool (1), more equitable access (1), having excellent ventilation (1), too small to accommodate the growing population (1), and retain facilities as they are with upgrades/refurb (1) 	
Glad a 50m outdoor pool is being retained, it looks good	15
Concept plan looks good, happy with investment in Fawkner and pleased to see community's view acknowledged	14
<p>Pleased with specific new, refurbished or expanded element in the concept plan:</p> <ul style="list-style-type: none"> Indoors: gym facilities and fitness room (4), café (3), prayer room (2), longer opening hours and 24/7 gym (2), new steam room (1), change rooms (1), indoor pool (1), hydrotherapy pool (1), improvements for staff (1), and spin class room (1) Outdoors: existing trees being retained and tree canopy (2), outdoor shaded areas (1), and landscaping (1) 	9
<p>Questions and requests for more information: Does plan incorporate an outdoor training zone? Is there an allocation to revitalise the parklands in front of the centre? Will there be improved access into the current aquatic facilities (25m pool, spa) with ramps etc? How will the centre perform in terms of electric heating? What is the timing and implications for a shutdown period of the centre? (1), Concerns about potential cost versus benefit as rates will pay for these changes (1), Is there assurance around the established trees being retained? (1), How deep are the pools? (1) The dive pool is a really great investment particularly for teenage boys, can this be included? (1), Need more detail on the children's play area (1), Not much in there about range of adult classes utilising the outdoor pool (1), Will 50m outdoor pool be heated and operational year-round (similar to the Brunswick baths)? (1) and will a 25m outdoor pool (instead of a 50m) permit more options such as a state of the art hydrotherapy spa?(1)</p>	9
Support the facility being powered by renewable energy and not gas powered	3
Not sure rating (9 responses)	
<p>Suggestions:</p> <ul style="list-style-type: none"> Outdoors: Improve school bus driveway, budget for new trees, asphalt bus car park, shade over toddlers pool and seating areas not main pool, resume pool parties (1), landscaping will require commitment to constant maintenance, solid wall required to separate outdoor seating and occasional care centre (1) Indoors: meeting rooms and prayer room are not required at a leisure centre, and indoors needs a refurbishment (1) Other: needs more focus on families, children and older adults (1) 	4
Don't like it a lot, seems unnecessary, outdoor areas already look great, sad to have limited access while works are taking place	3



Themes in draft concept plan for Fawkner Leisure Centre responses	Number of submissions referencing theme
Will be a good project if plans don't change and no short cuts	1
Won't be returning, was not permitted in pool with child previously due to Muslim women access	1
Fawkner amenities appear to be inferior to other centres (i.e. Coburg and Oak Park)	1
Unsupportive rating (5 responses)	
Suggestions: <ul style="list-style-type: none"> Indoors: prefer no café and lounge (1), need indoor safe space for toddler play (1) Outdoors: add water playground or water slide/diving board for 50m outdoor pool (1) Other: would like leisure centre renewed or more improvements (2) 	5
Little engagement with Jukes Road park, gym looks small, unclear of new facility's architectural look	1
Very unsupportive rating (4 responses)	
Suggestions: <ul style="list-style-type: none"> Outdoors: current outdoor pool is excellent, maintain it and address accessibility, more staffing to extend pool opening hours for serious swimmers (1) Other: disappointed by proposed plan architecturally, entrance could be more welcoming and opened up with windows, facility could be oriented towards the park, more spaces for locals to meet and engage with the upgrade amenities (1), and needs more for children, removing 2 pools and having one, no water play (1) 	3
Leave the facility alone	1

Place-based pop-up engagement voting pod participants were asked “What do you think of the draft concept plan for Fawkner Leisure Centre?” As shown in Graph 7, there were a total of 10 participants and all responses were *supportive* or *very supportive*.

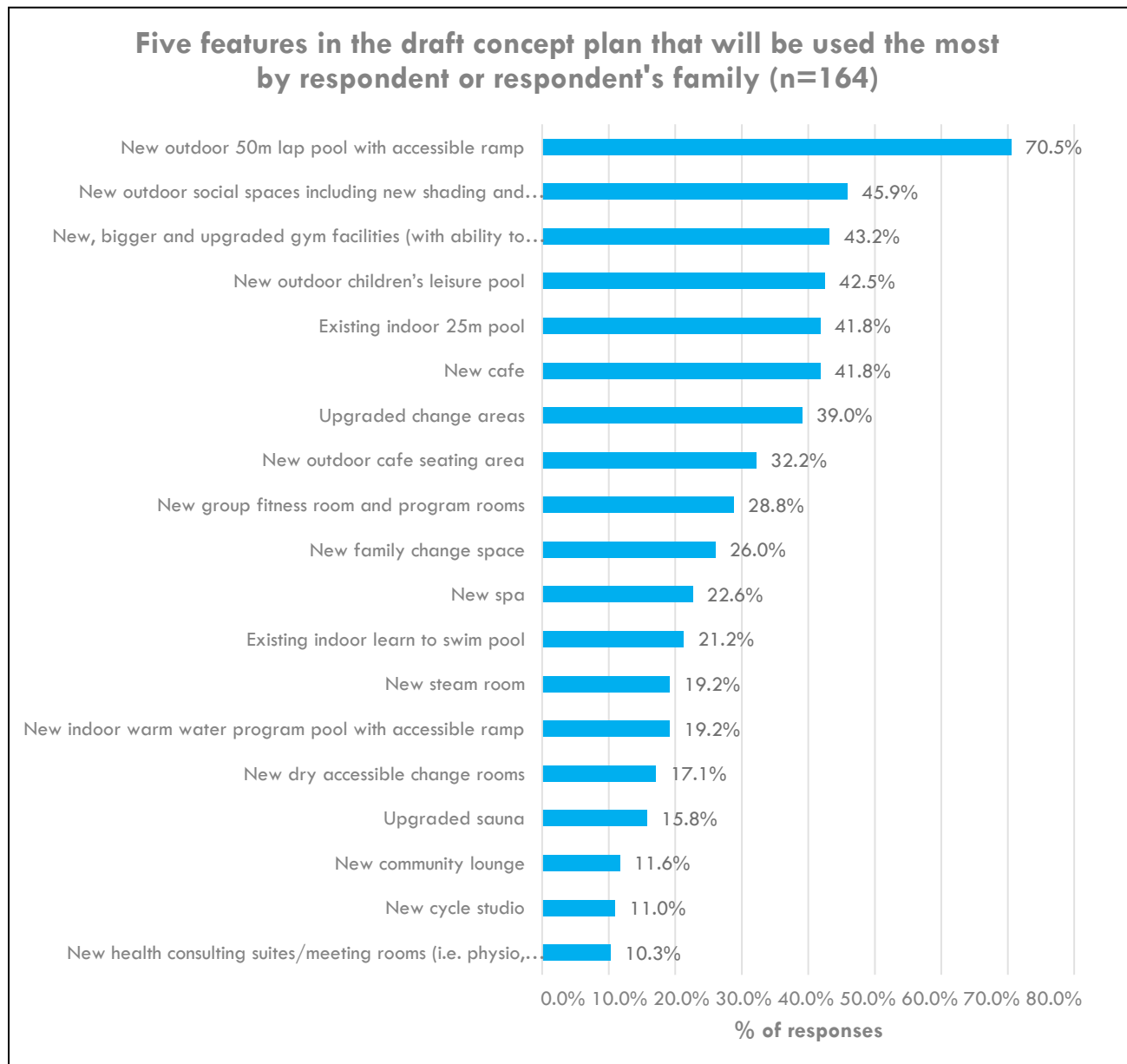
Graph 7: Level of support for draft concept plan for Fawkner Leisure Centre (Pop-up)



4.2 Features in the draft concept that will be used the most

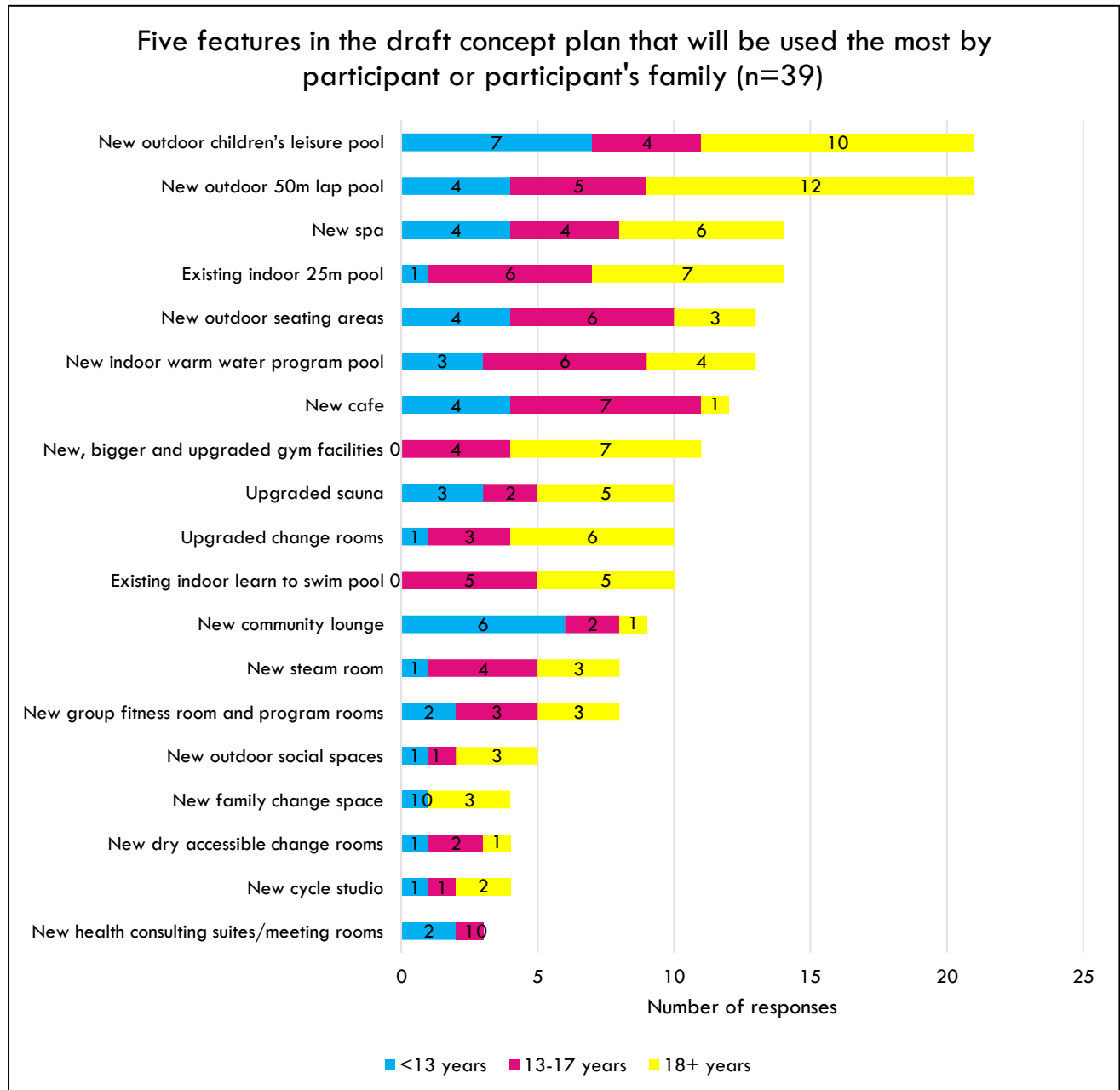
Survey respondents were asked “Which 5 things in the Fawkner Leisure Centre draft concept plan will you or your family use the most?” and invited to select five options from a prescribed listing of 19 options. As shown in Graph 8, the majority of participants (103 or 70.5%) selected *New outdoor 50m lap pool with accessible ramp*.

Graph 8: Features in the draft concept plan that will be used the most (Survey)



Place-based pop-up engagement Dotmocracy participants were asked “Which 5 things in the Fawkner Leisure Centre draft concept plan will you or your family use the most?” and invited to select five options from a prescribed listing of 19 options. As shown in Graph 9, the majority of participants across all age groupings (21 of 39) selected *New outdoor 50m lap pool* and *New outdoor children’s leisure pool*.

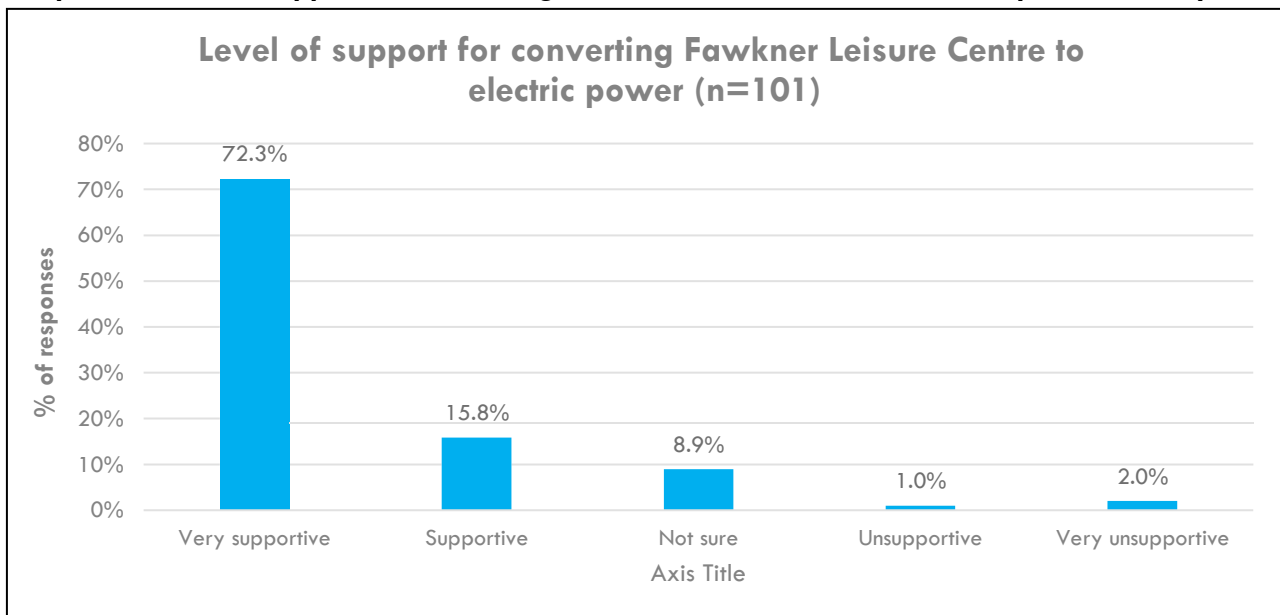
Graph 9: Features in the draft concept plan that will be used the most (Pop-up)



4.3 Level of support for converting Fawkner Leisure Centre to electric power

Survey respondents were asked “How much do you support Council's decision to convert Fawkner Leisure Centre to electric power?” 101 of the 168 survey respondents answered this question. As shown in Graph 10, the majority of participants (89 or 88.1%) were *supportive* or *very supportive*. A small number of respondents were *unsupportive* or *very unsupportive* (3 or 3.0%).

Graph 10: Level of support for converting Fawkner Leisure Centre to electric power (Survey)



4.4 Other feedback and final comments

Survey respondents were asked “Do you have any other feedback about the draft concept plan and how it can meet the needs of the whole community?” and 87 of the 168 respondents provided a personalised response. Table 3 presents descriptive themes, sub-themes and summary statements with overall frequency counts emerging from the analysis of the personalised feedback.

Table 3: Summary table of other feedback responses (Survey)

Themes in other feedback responses	Number of submissions referencing theme
<p>Suggestions:</p> <ul style="list-style-type: none"> • Outdoors: Diving pool, dive section/board at deep end especially for young people (2.2m) (8), lots of shady outdoor areas including sitting areas, near kids pool and shady trees (6), splash, water play features for children or the kids pool (4), keep the trampoline (2), outdoor BBQ zone (2), small playground in the outdoor area (1), consider better, closer parking (1), small portable outdoor kiosk near the outdoor pools (1), solid fence or trees around the perimeter (1), do more outdoors to bring people to the centre in summer (1), 50m lanes to be cut to 25m lanes (1), paved walking area (1), access to cafe outside (1), trees and garden areas (1), heated pools outside (1), do not place shaded social area near soccer club toilets (1), prefer children's leisure pool was inside/ covered (1), disabled parking closer to the pool entrance (1) and playground at the front of the leisure centre needs upgrading (1) • Indoors: indoor children leisure pool (6), dedicated indoor water world (4-13 years) (1), cafe and gym could be moved around (1), prayer room become part of Stage 1 (1), additional family change areas with showers and toilets (1), Disabled change room close to the warm water pool (1), and improve the safety of the indoor 25m pool (1) • Other: Consistent and expanded opening hours throughout the year, especially during daylight savings (6), have women's only area, change room, gym, steam or sauna room, some women's only facilities/classes/ timetables (6), more water play space or areas for children (3), open the 50m pool more often and for longer (2), open the current outdoor pool from 6am this summer and autumn and see how much it would be used if it could be used (1), heat the outdoor pool (1), dedicated times/ activities for LGBTIQ (1), ensure it isn't crowded and accommodates busy periods (1), ensure the new centre is accessible to all (1), more aqua aerobic classes on the weekend including Sunday (1), ensure the centre is staffed adequately (1), have an events and activity team (1), and work closely with schools and to introduce and promote new patrons (1) 	54
Concept plan looks good, delighted, looking forward to it being completed and thanks for the investment	18



Themes in other feedback responses	Number of submissions referencing theme
Questions and requests for more information: Will the new outdoor pool be heated? (1), Will be 50m pool be frequented/used any more than a 25m pool? (1), Could our state government support the centre in some of the power costs as well? (1), Will the new outdoor pool be heated? (1), Confused about the electricity generation source, is it future proofing with sustainable resources? (1) Will toilet be maternity friendly? (1), Will there be a gender neutral change room/bathroom option, my wife is non binary (1), How deep are the pools? What features do they have? Will there be any shady areas to sit on the grass? (1), Who is the architect? (1), Why is there no in ground trampoline? Will the outdoor pool be looked after and usable? (1), Is the new pool going to have extended opening hours and season? Has the trampoline gone? (1), could the outdoor pool be available for the entirety of daylight savings time? (1), and the gym is on the street/park scape, are users potentially visible to the public? Can the cafe have a separate entrance for use independently of the leisure centre? (1)	13
<p>Pleased with specific new, refurbished or expanded element in the concept plan:</p> <ul style="list-style-type: none"> Indoors: hydrotherapy pool, indoor warm water program pool with ramps and hand rails (4), 24 hour gym (1), and cafe to support sustainability in produce and packaging (1) Outdoors: keeping the big trees (1), shaded outdoor areas (1), pool cover to be installed for energy efficiency and minimise duck poo (1), and kids outdoor pool (1) Other: outdoor and indoor areas fun for children (1), and community space for all age groups including teenagers (1) 	10
Construction related comments: concerns about how long existing facilities will be out of action give limited access in the last 18 months (2), plan upgrades to the existing pool outside of the summer months, in winter if need be, minimum disruption and focus on access (2), renew the building all at once (1), timely changes are appreciated (1), please advise the rollout plan, hoping some spaces can still be used while construction is happening (1), and how long do we have to wait for stage 2 to be completed? Is it stage 1 in 2023-2025 or both stage 1 and 2 during that time? (1)	8
Positive feedback about consultation process and Council listening to the community	7
Support solar panels on roof and shaded areas, making the centre as carbon neutral as possible, Net Zero Plan, and 100% solar electric or using renewable energy sources instead of gas	6
Glad a 50m outdoor pool is being retained	6
Usage costs related comments: Switching to electricity will increase power costs and therefore fees (1), hoping changes don't affect prices too much for entry and	3



Themes in other feedback responses	Number of submissions referencing theme
gym classes (1), and keep the community in mind when setting fees/membership prices (1)	
Other: Disinterested in improvements, will not use centre (1)	1

Place-based pop-up engagement participants were invited to share their feedback on the draft concept designs. Two Chatboard participants provided the following feedback:

- *Support for the centre using electricity to reduce emissions*
- *Include a diving pool and a water slide*

Online Q&A session participants were invited to provide comments and ask general questions about the draft concept plan. Table 4 presents the comments or questions and associated Council responses.

Table 4: Summary of feedback with Council responses (Online Q&A session)

Question	Council response
Love the plan but the one thing missing is safety and the car park. Sometimes you have to park away from the centre and walking to and from your car, especially at night feels unsafe. Is there any scope to improve safety?	Council is undertaking 2 projects to address safety. We have received funding to improve safety across the whole CB Smith Precinct. We are also developing a masterplan for the CB Smith Precinct that will include improving safety.
Why is the diving pool not included?	Under new regulations, to have a 'diving' pool means we would need a separate pool, and this would require substantial additional budget. However, we can review the depth of the 50m pool and requirements.
When is the tender process for the people who manage and operate the centre? When will we know operating hours etc?	New contract comes into effect July 2022. Hours of operation will be determined by COVID regulations and impacts of COVID over the past 18 months. The centre has been closed for a long time. We need to reengage and train lifeguards and get qualified staff back on board. So operating hours and services may build and expand over time as we get the centre up and running again.
Is there capacity to make the outdoor pool an all-year-round pool?	If there was viable demand, then we would look at extending the season.



<p>What is the breakeven point in relation to changing over to electric? Would be good to see some of the modelling for this?</p>	<p>We will save about \$35,000 a year moving FLC to electric. Pay back is about 25 years, which is when we need to replace the pumps. The biggest concern and benefit is about reducing our carbon emissions. We are reviewing options to make the changeover all at once to get the efficiencies and benefits sooner.</p>
<p>How deep is the 50m pool going be? Teenagers love the 50m pool and doing bombs. Want to make sure that opportunity is still there for young people.</p> <p>Would like to see the 50m pool increased to 2.2m</p>	<p>At this stage it is 2m However, we may have flexibility to increase that after we do some further investigations. A pool boom is also included in the design which we enable staff to section parts of the pool off for different programs and activities.</p>
<p>How deep is the deepest end of the current indoor pool?</p>	<p>The indoor pool is 1.5m deep. Which under the Royal Life Saving Society Guidelines, does not allow for diving</p>
<p>Will the outdoor pool have a cover? There is concern about duck poo and increase of emissions as we lose heat and water.</p>	<p>Yes – this is included in the current budget as well as housing for the pool covers, which can be used as seating.</p>
<p>Will there be a BBQ?</p>	<p>Yes – there are two included in the current concept plan.</p>
<p>Will the trampoline still be included?</p>	<p>The trampoline will need to be replaced in stage 2.</p>
<p>What will the children's pool be?</p>	<p>This will be a waterplay pool, with beach entry to 0.5m over 15 - 20 metres.</p>
<p>Building footprint is extending to the north. Will this impact on the gravel carpark and how it is used? This car park is unsafe.</p>	<p>This area was originally a temporary carpark. When we look at the precinct masterplan it will look at how we can improve parking and accessible parking. This area may become a service area only for contractors.</p>
<p>Want to see aesthetic of the area improve. This a real opportunity to uplift the area. Can we create something really beautiful and welcoming?</p> <p>The front of the centre feels closed off to the park.</p>	<p>Café is an indoor-outdoor space but just inside the centre. When we look at the precinct masterplan this can be considered.</p>



<p>I think the café and lobby area could be an indoor / outdoor space.</p> <p>I think the café should not be tucked away. It should be maximised in relation to the social aspect and linkage to the park.</p>	
<p>Great to hear the gym is getting upgraded. Will it get new / more equipment?</p>	<p>There will be new gym spaces and new equipment? \$0.5 million allocated to new equipment.</p>
<p>There is an issue with smell with the toilet block near the soccer club so people will not use this area of grass. Please take this into consideration when designing outdoor seating space within the centre.</p>	



5. Appendix

Appendix A – Community Feedback Form



Help shape the future of Fawkner Leisure Centre

We are now ready to hear what you think of the proposed design concept for Fawkner Leisure Centre.

Earlier in the year, we talked to people who used the centre, and the community, about what we should include in the redevelopment. We have looked at their ideas and priorities. We used these to develop a new plan for the centre.

We are now asking you to give us your feedback.

Your contact details: (required)

Name:	
Email:	
Address:	

The information we collect below is only used so we know we have spoken to a diverse range of people. You can find our privacy policy at conversations.moreland.vic.gov.au/privacy-policy

About you

What is your connection to Fawkner Leisure Centre?

- | | |
|---|---|
| <input type="checkbox"/> I am a member | <input type="checkbox"/> I am a current user |
| <input type="checkbox"/> I was a member | <input type="checkbox"/> I have used the centre in the past |
| <input type="checkbox"/> I don't use the centre | <input type="checkbox"/> Other: _____ |

Your age:

- | | |
|---|------------------------------------|
| <input type="checkbox"/> Under 12 years | <input type="checkbox"/> 45 to 54 |
| <input type="checkbox"/> 13 to 17 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85+ years |

Your gender:

- | | |
|---|-------------------------------|
| <input type="checkbox"/> Female | <input type="checkbox"/> Male |
| <input type="checkbox"/> Prefer to self-identify: _____ | (optional) |



Diversity: (Please tick all that apply)


- ☐ I identify as a person with a disability
- ☐ I care for a person with a disability or someone aged over 65 years
- ☐ I am a parent/care for children
- ☐ I identify as Aboriginal or Torres Strait Islander
- ☐ I speak a language other than English at home (Please say _____)
- ☐ I identify as LGBTIQ+






About our plans for Fawkner Leisure Centre

Have you seen the draft concept plan?

- ☐ Yes ☐ No

What do you think of the draft concept plan for Fawkner Leisure Centre?

Please put a  tick below the statement you agree with.

 Love it	 Like it	 Not sure	 Don't like it	 Really don't like it
Why?				

Which 5 things in the draft concept plan (stage 1 and 2) will you or your family use the most? (Tick 5 only)


- ☐ New cafe
- ☐ New, bigger and upgraded gym facilities (with the ability to be open 24 hours a day)
- ☐ New group fitness room and program rooms
- ☐ New cycle studio
- ☐ New health consulting suites/meeting rooms (for example, physio, prayer room)
- ☐ New community lounge
- ☐ New indoor warm water program pool with accessible ramp
- ☐ New outdoor cafe seating area
- ☐ Existing indoor 25m pool
- ☐ Existing indoor learn to swim pool
- ☐ New family change space
- ☐ New spa
- ☐ Upgraded change areas
- ☐ New dry accessible change rooms
- ☐ Upgraded sauna
- ☐ New steam room
- ☐ New outdoor 50m lap pool with accessible ramp
- ☐ New outdoor children's leisure pool
- ☐ New outdoor social spaces including new shading and seating








In **October 2021**, Council decided to reduce its carbon emissions and reach zero-net emissions by **2030/2040**. This means we need to convert our leisure facilities to being electric powered.

To convert Fawkner Leisure Centre to electric power it would cost approximately \$2.6 million.

How much do you support Council's decision to convert Fawkner Leisure Centre to electric power?

Please put a  tick below the statement you agree with.

 Very supportive	 Supportive	 Not sure	 Unsupportive	 Very unsupportive
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Why?</p>				

Do you have any other feedback about the draft concept plan? Please tell us below.

--

Thank you for having your say on the future of Fawkner Leisure Centre.

**If you supplied your email address,
we will keep you updated on the progress of this project.**



Appendix B

Fawkner Leisure Centre upgrade

Communications report (stage 2)

11 November 2021

Overview

The goal of stage 2 communications activities was to direct the community to complete a survey on Conversations Moreland to give their feedback on the draft design concept for the centre.

Key messages

We identified plain English key messages that we shared through a wide variety of communications activities. Branded promotional materials were created to support the distribution of these messages. We also translated key information into 5 community languages.

Communication action plan

The stage 2 goal was achieved by delivering a series of online and printed promotional activities, using a mix of promotional materials. These activities were targeted at the following stakeholder groups, with the outcomes described.

Stage 2		
Stakeholder group	Tactic	Result
FLC staff	Staff briefing	All Fawkner Leisure Centre staff were provided with a briefing on stage 2 of the project. They were provided with a reference document with key messages, FAQs and who to contact for additional information The centre was closed due to COVID-19 restrictions for most of the consultation period.
FLC users	Email to membership/visitor mailing list Centre specific Facebook page Active Moreland social media	~20% of visits to Conversations Moreland came from emails sent to members (96 users in total) See below for more on social media results The centre was closed due to COVID-19 restrictions for most of the consultation period.
Local residents	A flier (in English with key information in 5 community languages) was distributed to all households in Fawkner (5,300 households reached)	18.09% of visits to Conversations Moreland came from this flier to households (79 users in total)



Stage 2		
Stakeholder group	Tactic	Result
	<p>This flier pointed people to the online survey. It was distributed to the area bordered by Ring Rd/Sydney Rd/Queens Parade/McBryde St from late October.</p> <p>Posters</p>	7.9% of visits to Conversations Moreland came from posters displayed around Fawkner (33 users in total)
Focus groups	Email to participants in stage 1 focus groups	<p>Open rates are only estimates due to changes to Apple privacy settings</p> <p>Email to focus group participants – Monday 18 October</p> <ul style="list-style-type: none"> • 83 recipients • 49.4% opened • 15.7% clicked
Community	Conversations Moreland webpage	671 unique page views on the Conversations Moreland page (from 1 October to 11 November) about the FLC, with an average of 3.08 minutes spent on the page
Community	<p>Social media campaign of:</p> <ul style="list-style-type: none"> • organic posts (not paid) on Moreland Council social media (Twitter/Instagram/Facebook) • organic posts on the centre Facebook page and Active Moreland social media 	<p>Most people who visited Conversations Moreland came from Facebook (37% of all page visits). Of these 150+ visits:</p> <ul style="list-style-type: none"> • 35% came from the first post on the corporate Moreland Facebook page • 25% came from the first post on the Fawkner Leisure Centre Facebook page • 9% came from the second post on the corporate Moreland Facebook page • 7% came from the first post on the Active Moreland Facebook page • 6% came from the third post on the Fawkner Leisure Centre Facebook page <p>For other social media, only 5 users came from Instagram and 4 from Twitter</p>
Community	My Moreland email newsletter to 1,954 subscribers:	Open rates are only estimates due to changes to Apple privacy settings



Stage 2		
Stakeholder group	Tactic	Result
	28 October	<p>My Moreland – Thursday 28 October</p> <ul style="list-style-type: none"> • 1,027 unique opens • 53.57% of all recipients opened so far • 3.96% clicked a link (76 people) • 6.17% clicked on the item about Fawkner Leisure Centre (5 out of 81 unique clicks)
	11 November	<p>My Moreland – Thursday 11 November</p> <ul style="list-style-type: none"> • 981 unique opens • 50.28% of all recipients opened so far • 4.20% clicked a link (82 people) • 10.31% clicked on the item about Fawkner Leisure Centre (11 out of 97 unique clicks)

